

**DOCUMENTATION AND DEFINITION PROCESS  
AND  
FUNCTIONAL DESCRIPTION OUTLINE**

**PROCESS TEAM LEADER:** Bonnie Bower, 7.2

**PROCESS DOCUMENTATION TEAM:**

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**REFERENCE NUMBER:** Desktop Technology Refreshment - 1.0

**LAST REVISION DATE:** 26 March 1998

**1. Description:**

- Desktop Technology Refreshment is the process used to identify, procure and replace all NAWCAD computer hardware that is functionally obsolete, and not cost effective to maintain. Through the use of Systems Maintenance Server (SMS), the lower 20% of computer hardware at each NAWCAD site which does not meet current corporate requirements for existing desktop hardware configuration is identified for replacement. When evaluating computers of equal capability for replacement, factors taken into consideration are: age, past performance of the manufacturer, delivery schedule of the manufacturer, past performance of the computer (using MEAT database system), system usage rates, Y2000 compliance, application complexity, PC vs Mac and cost benefit analysis. Once the lower 20% have been identified, IMD then utilizes LOCATOR to determine the customer type (EOB or NWCF).

**2. Process Name:**

- Desktop Technology Refreshment

**3. Purpose (Critical):**

- To identify, procure and replace lower 20% of all NAWCAD computer hardware

**4. Outputs & Customers:**

Outputs	Customers
Computer hardware which does not meet corporate requirements are identified	NAWCAD
Replacement with new computer hardware	NAWCAD

**5. Primary Sub-processes:**

- **Identification of Obsolete Computer Hardware:** The lower 20% of NAWCAD computer hardware is identified by:
  - A) The NOS/EMAIL Team, performs a query using SMS in order to identify the lower 20% of NAWCAD computer hardware which does not meet the current corporate requirements by competency.
  - B) The IMD Operations Center performs a query using HEAT to identify the systems with numerous hardware failures.
- **Procurement of New Computer Hardware:** Through the use of current IMD NAWCAD contract vehicles, new computer hardware which meets corporate requirements is purchased.
- **Receipt and Distribution of Replacement Computer Hardware:** Upon receipt of replacement computer hardware, the Desktop Services Team distributes replacement computer hardware to the appropriate NAWCAD competency, and using the Competency Manager to identify the "domino" process to be followed until a machine is identified for excess. Plant Property takes possession of obsolete computer hardware via a completed 1149 form for excess.

**6. Supporting Sub-processes:**

- **Development and Maintenance of Corporate Requirements:** NAWCAD 7.2 Architecture documentation citing corporate requirements is developed, maintained and updated annually or as mandated
- **Maintenance of SMS:** SMS reports are maintained in order to provide accurate information.
- **Coordination between IMD Teams:** Coordination between IMD Teams is maintained in order to provide appropriate support for the identification and replacement of obsolete computer hardware.
- **Competencies/Customers:** Coordination between IMD and the customer is maintained in order to ensure the appropriate person within a competency receives the newer equipment.

**7. Agents:**

- NOS/EMAIL Team
- Desktop Services Team
- Operations Center
- Other Teams within IMD
- Customers

**8. Inputs & Suppliers:**

Inputs	Suppliers
Request for identification of obsolete computer hardware	TMD
List of Customers to receive new computer hardware within competency	Customer
Request for replacement of obsolete computer hardware	TMD/Customer

**9. Preceding Process(es):**

- Need to maintain capabilities and capacities of Information Technology (IT) products and services through the replacement of lower 20% of NAWCAD computer hardware identified

**10. Entry Criteria:**

- NOS/TEMAIT Teams are requested to perform query using SMS to identify lower 20% of computer hardware
- Operations Center requested to perform query using HEAT to identify "troubled" hardware

**11. Next Process(es):**

- Disposal or re-utilization of obsolete computer hardware

**12. Exit Criteria:**

- Configuration and installation of replacement hardware by the Desktop Services Team
- Excess desktop computers are removed from the network and properly inventory systems. Obsolete desktop computers are excessed.

**13. Handbooks, Standards, Limits:**

- NAWCAD TMD 7.2 Architecture documentation

**14. Tools:**

- SMS
- HDAT
- Property Management System
- PC or MAC
- Contract procurement vehicles
- 1149 Form
- Y2000 Compliance Standards

**15. Metrics and Measures:**

- SMS information is compared with corporate requirements in order to ensure IT capabilities are not comprised

<u><b>Preceding Process</b></u>	<u><b>Process Name</b></u>		<u><b>Next Process</b></u>										
	Desktop Technology Refreshment		<ul style="list-style-type: none"> <li>• Disposal or re-utilisation of obsolete computer hardware</li> </ul>										
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